



# The Journal

Vol. 30

No. 8

[www.dcmilitary.com/journal/](http://www.dcmilitary.com/journal/)

March 1, 2018

## WRNMMC Earns Joint Commission Accreditation



Photo by Bernard S. Little



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# State of Legal Residence Explained

By Charles Franz  
WRNMMC Legal Assistance Office

A person's state of residence is a lot more important than most people realize. It determines, for example: Liability for state income taxes, eligibility for "in-state" tuition rates, eligibility for voting in state and federal elections, and where wills are probated.

Legal residence can be particularly complicated when one is in the armed forces because of the transient lifestyle of service members. Where the military sends a service member for duty is not necessarily their "legal residence" or domicile. The duty is considered temporary, whereas ones legal residence is more permanent –where you plan to hang your hat at the end of your service in the military.

A person can change legal residence at almost any time; however, it is important to understand that legal residence is established, not chosen. One cannot simply choose a state that is particularly friendly to military income and decide it is their legal residence; rather, citizens must first meet three requirements. The three requirements to change your state of legal residence are: you must be physically present in the state, you must intend to remain indefinitely in the state; and you must intend to abandon your previous legal residence.

For example, if a soldier grew up in Maryland, but is stationed in Texas and finds that he or she likes Texas a lot more than Maryland, legal residence can be changed from Maryland to Texas. A soldier is in Texas because of being stationed there, so he or she meets the first requirement: "physical presence."

In order to satisfy the second two requirements, a person can show intent to remain indefinitely in a state and

likewise abandoning their previous residence by doing the following:

- Registering to vote and actually voting in the new state,
- Obtaining a driver's license in the new state,
- Registering vehicles in the new state,
- Updating their most recent last will and testament to reflect the new state of legal residence,
- Purchasing property in the new state, and
- Notifying the former state's relevant department of revenue that legal residence has been changed.

When changing a state of residence, a service member must complete DA Form 2058 and turn it into their personnel office. Pick up a copy of the form from your finance office. This form tells DFAS which state's taxes to withhold from your paycheck. Filing this form alone, however, does not change state of legal residence. This form is filed to adjust state income tax withholding after a person has taken necessary steps to meet the requirements to change their state of residence.

One last thing: "legal residence" is not the same thing as home of record. Home of record is a military administrative term used to determine specific military entitlements (e.g., calculation of transportation costs when you get out of the Army). It is typically the state where a person joined the military, and can only be changed if it was done incorrectly at the time of enlistment.

Legal residence is a complex, but very important issue, especially for service members and their families. For those eligible to receive legal assistance services, please contact the Legal Assistance Office at 301-319-7828 or 301-295-6052 to schedule an appointment to discuss questions about state of residence, state taxes, or any other related matter.

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# Bethesda Notebook

## Women's Heart Health

Cardiology Service hosts an informational table on the first floor of Building 9 in the west mezzanine (near the Wedge) March 1 from 10 a.m. to noon. Health-care providers will be available to answer questions and pass out information related to women's heart health.

## Colon Cancer Awareness

March 2 is National Wear Blue Day in observance of Colon Cancer Awareness Month during March. Also, a table will be set up in the Building 9A (Arrowhead) lobby at Walter Reed Bethesda on March 14 from 7:30 a.m. to 2 p.m. with providers able to discuss colon cancer and information regarding the disease.

## Navy Medical Corps Ball

The Navy Medical Corps Ball for the National Capital Region honoring the 147th Navy Medical Corps Birthday is scheduled for March 3 at 6 p.m. in the Hyatt Regency Bethesda. All services and corps are invited. For more information visit the website [www.NCRBALL.com](http://www.NCRBALL.com).

## Prostate Cancer

The Prostate Cancer Support Group meets at Walter Reed National Military Medical Center the third Thursday of every month. The next meeting will be March 15 from 1 to 2 p.m. and 6:30 to 7:30 p.m. in the America Building, River Conference Room, third floor. Spouses and partners are invited. Military identification is required for base access to Walter Reed. For those without a military ID, call the Prostate Center at 301-319-2900 at least four business days prior to event for base access. For more information, contact retired Col. Jane Hudak at 301-319-2918 or [jane.l.hudak.ctr@mail.mil](mailto:jane.l.hudak.ctr@mail.mil).

## Retirement Seminar

A two-day pre-retirement seminar for Walter Reed National Military Medical Center Department of Defense GS employees planning to retire within the next five years will be March 20-21 from 8 a.m. to 4 p.m. each day. Location will be sent upon registration, which must be done in advance and space is limited. Topics to be discussed during the seminar include eligibility requirements, survivor benefits, health/life insurance benefits, Social Security/Medicare benefits, income tax, Thrift Savings Plan, and more.

## Command Assessment Team

Walter Reed Bethesda's Command Assessment Team is seeking members to assist in helping the command promote a positive command morale, encourage an environment for growth within the organization, assist in endorsing equal opportunity, conduct focus groups, and formulate plans of actions and milestones for enhancing the Command Managed Equal Opportunity program, and advertise and conduct the Defense Equal Opportunity Command Survey. For more information, contact Navy Lt. Cmdr. Melissa Burke at [Melissa.k.burke2.mil@mail.mil](mailto:Melissa.k.burke2.mil@mail.mil).

## Cooking with Spices

Walter Reed Bethesda registered dietitian Asha Jain presents and demonstrates "Cooking with Spices" the second Wednesday of each month from 2 to 3 p.m. in Café 8901 on the lower level of Building 9. Everyone is invited to attend the presentations.

## Naval Support Activity Bethesda

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NSA Bethesda

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# Volunteers Wanted for Annual Base Cleanup



FILE PHOTO BY MC3 WILLIAM PHILLIPS

**Volunteers collected around 200 pounds of trash during last year's main basewide cleanup. This year's cleanup is scheduled for April 17 and volunteers are still wanted.**

By Andrew Damstedt  
The Journal

Naval Support Activity Bethesda (NSAB) Environmental Office is looking for volunteers to help with its annual base-wide cleanup Tuesday, April 17 during the 48th Annual Earth Week.

"The purpose of this event is to foster environmental awareness, but also to beautify our base," said Ed Slavinski, Naval Facilities Engineering Command Washington environmental protection specialist. "We are empowering people by showing this commitment of working together and removing litter to prevent debris from contaminating our local waterways."

During last year's main base clean up, about 30 volunteers collected around 200 pounds of trash.

Combined over several events, about 100 volunteers collected around 545 pounds as part of clean up efforts on the base, according to the NSAB Environmental Office.

The 2018 main cleanup event is set to start at 11 a.m. in front of Bldg. 62. Another cleanup for Uniformed Services University staff, faculty and

students is planned simultaneously on the USU campus.

Volunteers will be dispersed to pick up trash in select locations throughout the base. Gloves and trash bags will be provided, but he recommended bringing sunscreen and bug spray, just in case.

On Wednesday, April 18, NSAB is also hosting an Environmental Exhibitor Fair in the Bldg. 62 lobby and Warrior Café. Exhibitors include NASA with the "Science on a Sphere" global display that projects planetary data onto a six-foot diameter sphere, Montgomery County Recycling and NSAB Environmental Office.

The fair is to raise awareness of natural resources on base as well as connect people to different organizations that protect the environment, Slavinski continued.

Earth Week is important because it raises "environmental awareness and shows our commitment to protecting the environment," Slavinski said.

To sign up for the cleanup, email Karrie Reckley at [karrie.reckley@navy.mil](mailto:karrie.reckley@navy.mil). In case of rain, the clean-up date will be moved to Thursday, April 19.



**- NSA BETHESDA -  
EARTH DAY CLEAN UP  
TUESDAY, APRIL 17, 1100  
MEET AT BLDG. 62**

For more information,  
contact Karrie Reckley.  
Email: [karrie.reckley@navy.mil](mailto:karrie.reckley@navy.mil)  
Ph: 301-295-3713

# WRNMMC Earns Joint Commission Accreditation, Again

By Bernard S. Little  
WRNMMC Command Communication

Walter Reed National Military Medical Center successfully completed its third Joint Commission (JC) survey Feb. 16 following a week-long review by JC surveyors, who evaluated WRNMMC's quality and safety of care, as well as its administrative procedures.

The JC evaluates more than 21,000 health-care organizations and programs in the United States for possible accreditation. JC accreditation is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance and safety standards, according to JC officials.

Joint Commission surveyors include nurses, physicians, hospital administrators, engineers, other professionals and specialists from the health-care field. They visit, or survey, accredited health-care organizations a minimum of once every 39 months (two years for laboratories) to evaluate standards compliance. All regular JC accreditation surveys are unannounced.

Walter Reed National Military Medical Center successfully completed its first JC survey in February 2012 following the integration of its predecessors, Walter Reed Army Medical Center and the National Naval Medical Center, in November 2011. Both medical centers had previously earned JC accreditations during their tenures. WRNMMC also received full accreditation following its second JC survey in February 2015.



PHOTO BY BERNARD S. LITTLE

**Joint Commission surveyors described the Walter Reed National Military Medical Center staff as "very welcoming, passionate, patient centered, engaging and collegial," from the surveyors' observation during WRNMMC's JC survey Feb. 12-16.**

"It was a great week," said Cindy S. Renaker, JC survey team leader, following WRNMMC's most recent assessment. "You have maintained your reputation in my mind, as being the best," she continued.

Renaker noted that during the inspection JC surveyors found no "high-risk" or "immediate-threat-to-life findings." To do this, it takes a

dedicated and committed staff, she explained.

"If you don't have the right staff, it doesn't matter that you have a new building going up [or] the high-tech equipment. It only matters that you care about the patient and the staff keeps the patient centered," said Renaker, a registered nurse who was a patient safety staff officer at Army Medical Command, Fort Sam Houston, Texas prior to joining the JC.

Renaker, also a board certified med-surgical nurse, credited the WRNMMC staff with being "very welcoming, passionate, patient centered, engaging and collegial," observations surveyors noted during their visit at the medical center.

Dr. Clarence Gordon Strom, another of the six surveyors who assessed WRNMMC, said he enjoyed his time surveying the medical center, "especially people who do the day-to-day work [and] are so enthusiastic about doing it."

Prior to joining the JC, Strom, a teaching hospital physician/ambulatory specialist, served 33 years in the Navy Medical Corps before separating in 1996 with the rank of captain. He explained he enjoys being a surveyor because he not only gets to work with "the talented surveyor

cadre, [but also] dedicated people in hospitals throughout the country like WRNMMC. I learn something new from each survey."

During her briefing with the WRNMMC staff following the survey, Renaker listed a number of outstanding accomplishments by the medical center staff. She described WRNMMC's Ongoing Professional Practice Evaluation (OPPE) and Focused Professional Practice Evaluation (FPPE) processes as "one of the best seen" by her team members. She also noted credentials are "done well" at the medical center, and its zone manager program enhances trust through collaboration and relationship building.

Renaker also commended WRNMMC's active shooter drill plans and procedures, as well as its pre-made kits for possible shelter-in-place emergencies. In addition, she recognized the medical center's Emergency Management and Environment of Care programs, describing them as "done well [with] great community involvement."

The JC survey team said WRNMMC's Primary Care Medical Home Program "empowered staff



PHOTO BY BERNARD S. LITTLE

**Joint Commission team leader Cindy S. Renaker (fourth from left) briefs the Walter Reed National Military Medical Center staff about observations the JC team noted during their assessment of WRNMMC Feb. 12-16.**

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# SGLI Beneficiaries Remain in Place as Navy Transitions to New Online System

**From Navy Personnel Command Public Affairs**

Sailors and families who log into the Servicemember's Group Life Insurance (SGLI) Online Enrollment System (SOES) for the first time may be surprised when they see there is no beneficiary information listed.

"Your SGLI coverage is still in place," said Ann Stewart, director, Pay and Personnel Department, Navy Personnel Command. "Sailors who log into SOES for the first time will have to input their beneficiary information manually. That is why there is no information the first time you use the system. But rest assured, that form you previously filled out to designate your SGLI beneficiaries remains valid, until you register with the SOES."

The Navy announced the launch of online SGLI enrollment in NAVADMIN 085/17 in April 2017 as part of a Department of Defense and Veterans Administration joint effort, to allow active duty and eligible reserve and National Guard members to review their group and family coverage online. SOES is the online replacement for the paper form SGLI Election and Certificate, SGLV 8286. The new system eliminates unclear designations and missing or incomplete forms — problems identified with the paper-based system — and ensures all insurance holders receive the latest information about changes affecting their coverage.

The goal is for all Navy members to provide beneficiary name(s), share(s) of proceeds and certify their record with a digital signature by April 2018.

While the SOES enables active duty and eligible reserve members to manage their group and family coverage online, there are some Sailors who shouldn't use the system. Sailors who already have a testamentary trust or a testamentary custodial account created by a Regional Legal Service Office (RLSO) attorney should not use SOES to update their SGLI designations. Sailors with a testamentary trust or a testamentary custodial account who have registered with SOES should see their RLSO to reinstate their trust and/or account. Sailors interested

in creating a testamentary trust or a testamentary custodial account should also see their RLSO and not use the SOES.

Here's how to input beneficiary information in SOES:

1. Visit [www.dmdc.osd.mil/milconnect](http://www.dmdc.osd.mil/milconnect).
2. Sign into milConnect on this page with your command access card (CAC). The green button is located in the upper right corner.
3. After signing in, you will be sent back to the milConnect front page. The menu bar will now display multiple options, one of which is 'BENEFITS'.
4. Click on the 'BENEFITS' drop-down menu and click on 'LIFE INSURANCE (SOES-SGLI Online Enrollment System)'.
5. On the following page, scroll down to the blue continue button and click it (you may have to do so twice).
6. The following page provides you with your current Defense Eligibility Enrollment System (DEERS) information that must be verified. When finished reviewing, click continue.
7. The following page is where you can make your beneficiary selections. If this is your first time logging in, you will not see any beneficiary information listed. This does not mean you are not covered. You remain covered if you have previously filled out and signed an SGLI paper form. Please input your beneficiary selections into SOES.
8. After making your selections, click on the 'YOUR COVERAGE' tab and select the blue 'CONFIRM AND CERTIFY' button in the bottom right.
9. The next screen will ask you to make some legal declarations. Review and check the appropriate boxes and click 'CONTINUE.'
10. You will be asked if you want to print a preview of the document. This is an uncertified copy for review. A certified copy is available at the end of the process. Click to continue.
11. Next, you will be asked for an electronic signature. Provide your full name and email address and click to continue.
12. The system will provide you an effective date for your SGLI election.
13. Print or email your certified document by navigating to the "Print/Save Certificate" tab.

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**WRNMMC and NSAB is the largest Red Cross Volunteer Program in the world. More than 600 volunteers contribute more than 70,000 hours annually supporting service members, families and staff across the Installation.**

## March is Red Cross Month – Thank the Volunteers!

By Marin Reynes Herman  
WRNMMC Red Cross Senior Station Manager

Since 1943, during the height of World War II, March has been declared Red Cross Month. This tradition began with President Franklin D. Roosevelt to raise awareness of the organization and its critical humanitarian mission.

For us, this is a simple reminder to reflect and thank those who selflessly serve our service members, veterans and their families across the globe as well as at Walter Reed National Military Medical Center (WRNMMC) and Naval Support Activity Bethesda (NSAB).

WRNMMC and NSAB is the largest Red Cross Volunteer Program in the world. More than 600 volunteers contribute more than 70,000 hours annually supporting service members, families and staff across the Installation. Red Cross volunteers range from civilians to active duty service members; from administrative personnel to medical doctors. These services include greeting every service member who arrives via MEDEVAC, supporting MWR events, managing Red Cross Programs, volunteering in more than 75 Clinics throughout Walter Reed and adding more than 50 youth volunteers in a competitive program each summer.

In 2017, Red Cross volunteers contributed 71,742 hours to support service members, veterans and their families receiving care or working at WRNMMC and NSAB. These contributions are valued at \$1.92 million in volunteer value added.

A few of the most popular Red Cross Programs run by volunteers that directly support patients and families are the Comfort Cart, Sewing Program, Animal Visitation Program and Coffee Morning.



### Comfort Cart Program

In 2017, Red Cross Volunteers provided service members, veterans and their families more than 41,000 basic needs items to make their stay just a little bit more comfortable. Volunteers visit inpatient areas daily with a Comfort Cart stocked with items such as toiletries, adaptive clothing, blankets, DVDs, video games, children's toys and snack items.

### Sewing Program

Every Thursday from 9 a.m. to noon, Red Cross Volunteers are in the lobby of Occupational Therapy in the America Building. These volunteers support hospitalized service members, veterans and their families with modifications, alterations adaptations or repairs for clothing/uniforms to support independent living, as well as wheelchair bags and service dog vests. Those needing this service can drop off items on Thursdays and pick up the finished product in the Red Cross Office.

### Animal Visitation Program

The Red Cross Pack makes weekly visits in preapproved areas throughout Walter Reed National Military Medical Center. The Pack consists of 38 dogs and handler teams who help to boost morale for patients, families and staff in pre-approved areas of the hospital and brings a sense of home to those who may be far from theirs.

To request a visit from the Hospital Dogs or the Red Cross for a particular patient, please call (301) 319-4447 or (301) 295-7895.

### Coffee Morning Program

Red Cross Volunteers host Coffee Mornings for service members, veterans and their families four times per week. This allows participants to converse in an informal setting and enjoy coffee, fruit, donuts and bagels prior to or in between what can be a long day of appointments. In 2017, volunteers hosted 188 Coffee Mornings supporting patients and families.

For more information about volunteering or Red Cross Programs, please call (301) 295-1538.



# WRNMMC Children's Center Hosts Healthy Habits Clinic

**By A.J. Simmons**  
WRNMMC Command Communications

The Children's Center at Walter Reed National Military Medical Center offers the Healthy Habits Clinic, which is designed to promote healthy diet and activity for children ages 6 to 18.

"Healthy Habits is a program for individuals...who have high or rising body mass index (BMI) or who have been diagnosed as being overweight or obese," explained Leslie Lipton, a certified pediatric nurse practitioner at WRNMMC who helps organize the Healthy Habits Clinic.

The clinic, as Lipton explained, operates through the expertise of its core staff, which includes pediatric endocrinology, general pediatrics, adolescent medicine, pediatric nutrition, child psychology and MWR exercise staff. The goal of the clinic is to help patients improve their health and happiness through "behavioral lifestyle modification."

"We know that the long-term consequences of obesity are likely to have significant chronic health effects, and the best way to combat these health effects [is] to prevent them," Lipton elaborated. "Fortunately, in children, it's possible [to] intervene and reverse obesity before the development of health comorbidities."



PHOTO BY A.J. SIMMONS

**Staff of the Children's Center at Walter Reed National Military Medical Center recently opened the Healthy Habits Clinic, which is designed to promote healthy diet and activity for children ages 6 to 18.**

The 10-session curriculum of the clinic can be entered at any time, with the first session serving as an initial intake that includes fasting labs, as well as an extensive history and physical examination. Follow-up sessions are then held monthly at the base's gym.

These sessions are usually held on the second Wednesday afternoon of each month and feature 60 minutes of group exercise, nutrition-based education and a complementary behavioral health module.

Each month also includes an

opportunity for participants to review and modify their individual goals with a staff member of the clinic.

Lipton also pointed out that the clinic requires parental support and participation. Additionally, she encouraged having siblings participate together, "as we realize healthy eating and living is a family endeavor."

"The clinic sounds intensive, and it is. But it's also a lot of fun, and it works," explained Lipton. "A recent statistical analysis demonstrated an overall decrease in BMI during and after participation in the Healthy Habits Clinic."

Lipton noted that the same study also demonstrated positive behavior changes reported by the participants, including a decrease in sedentary behavior, improved nutrition and an increase in physical activity after participating in the clinic for three to six months.

Lipton spoke about the observed improvement in Healthy Habits participants, saying, "Our message is being heard and our participants' changes in behaviors really do become 'healthy habits.'"

To learn more about the Healthy Habits Clinic and/or the Children's Center at WRNMMC, contact 301-295-4939. Staff representatives are able to answer any questions and help determine if the clinic is right for you.

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## NSA Bethesda Trains ASF Academy

Photos by MC2 William Phillips  
NSAB Public Affairs

Sailors complete the OC (oleoresin capsicum) course Feb. 23 at Naval Support Activity Bethesda. After being sprayed with OC, students go through multiple physical challenges to complete the capstone event for the Auxiliary Security Forces Academy.

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\*Source: "Cybersecurity Market Report," Cybersecurity Ventures, May 31, 2017.



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| 3/3  | 10 am-12 pm | Character Brunch at the Warrior Café*<br>Warrior Café, Bldg. 62<br>\$15 Adults, \$10 Children 3-12,<br>FREE for Children 2 and Under. |
| 3/6  | 11 am-1 pm  | Adult Coloring<br>Mezzanine West, Bldg. 9<br>Open to all. FREE.   |
| 3/6  | 5-7 pm      | Spring Paint Night with Uncork'd Art!*<br>Bowling Center Party Room, Bldg. 54<br>Open to all. \$25 includes first beverage.           |
| 3/9  | 11 am-2 pm  | Warrior Café International Lunch:<br>MOROCCO  |
| 3/11 | 10 am-3 pm  | National Museum of African American<br>History and Culture*<br>Open to all. \$10 for transportation.                                  |
| 3/15 | 12-5 pm     | MARCH MAYHEM VIEWING PARTY<br>Warrior Café, Bldg. 62.<br>Open to all. FREE.   |
| 3/16 | 11 am-2 pm  | St. Patrick's Day <u>Lunch</u> at the Warrior Café  |
| 3/16 | 3 pm        | St. Patrick's <u>5K-Pub glasses to the 1st 75*</u><br>5K Check in at Below Deck 2pm   |
| 3/16 | 4-6 pm      | St. Patrick's Day <u>Social</u> at Below Deck   |
| 3/21 | 5-7 pm      | DIY with MWR: Felt Flower Wreath*<br>Below Deck Pub, Bldg. 64<br>Open to all. \$15 to make a wreath.                                  |

\*Register online [www.navymwrbethesda.eventbrite.com](http://www.navymwrbethesda.eventbrite.com).

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| 3/6  | 6 pm         | Bowling Night*<br>\$5                                |
| 3/9  | 5-10 pm      | Arundel Mills and Maryland Live*<br>\$10             |
| 3/10 | 9:30 am-1 pm | Washington National Cathedral Tour*<br>\$10          |
| 3/15 | 5 pm         | March Madness Viewing Party in the<br>Liberty Center |
| 3/17 | 7 pm         | DC Improv: Brad Williams*<br>\$20                    |

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## ACCREDITATION

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and is responsive to patient feedback." In addition, JC survey team engineer John T. Hittle described WRNMMC's facility documentation and mechanical spaces as "excellent."

Renaker praised WRNMMC use of high level disinfection (HLD) processes, located at the point of care helping to improve patient workflow while protecting patients and staff. She also described the medical center's dialysis team as "outstanding." She said WRNMMC's HLD program is "excellent [with] very little variability. You have worked hard on your HLD program and it shows [with] great ownership of process."

The JC team stated WRNMMC's Performance Improvement project is "great," as well as the work of the medical center with Universal Protocol, created to prevent wrong person, wrong procedure and wrong site surgery in hospitals.

"Your tissue management program is outstanding," Renaker continued. She also commended WRNMMC Pain Clinic for its "very holistic approach and great variety of services." The traumatic brain injury unit does "amazing work," she added.

The JC team stated WRNMMC's In Vitro Fertilization Care Clinic is "a great benefit to all military members and their families, especially wounded warriors."

JC surveyors recognized Barbara Moidel, Healthcare Resolutions specialist at WRNMMC, for being "inspiring in her work and the lives she has touched and made better. She's probably saved some lives. Her program will hopefully be everywhere soon, as it should be, and civilian [facilities] will pick it up and use it," Renaker said.

The JC team also noted pediatric dentist Army Lt. Col. (Dr.) Leslie Oakes, as being "great with families, parents and really exceptional with kids."

Additionally, JC surveyors praised the work of Gene Monroe and his colleagues. Monroe serves as chief of Joint Commission Readiness in the Quality Directorate at the medical center.

The JC team did note that WRNMMC needs to make minor improvements in some areas in the environment of care; infection control; life safety; medication management; provision of care, treatment and services; record of care, treatment and services; and waived testing, but none of those findings were high-risk or posed immediate threat to life.

Navy Capt. (Dr.) Mark A. Kobelja, WRNMMC director, commended the medical center staff for being "survey ready all the time. I think we learned a lot," he said while encouraging staff to "integrate lessons and opportunities [learned from the survey] into daily routines so we can continue to get better."

Monroe agreed, having previously stated, "We should always be ready to provide safe and high-quality care for our patients and their families. The JC standards help us to accomplish that. Each time our staff demonstrates how they safely provide high-quality care, and how they partner with the patient and the patient's family in the planning of their care consistently, then we've gone a long way to staying continuously survey ready. We should always understand the needs of our patients and customers. We're not doing this for the next survey; we're doing it for our next patient, our next customer," he said.

"I'm always proud of this organization," Monroe continued. "Successful surveys and the coming together of staff have "never failed to make me feel so grateful to be part of this team."